

# **CHAPTER 5**

## **EMERGENCY ACTION PLAN AND BOMB OR TERRORIST THREAT PROCEDURE GUIDELINES**

## **Emergency Action Plan**

### **I. Purpose**

An emergency action plan is established by all County departments as required by the California Code of Regulations, Title 8, Section 3220.

### **II. Regulation**

§3220. Emergency Action Plan.

(a) Scope and Application. This section applies to all emergency action plans. The emergency action plan shall be in writing, except as provided in the last sentence of subsection (e)(3) of this section, and shall cover those designated actions employers and employees must take to ensure employee safety from fire and other emergencies.

(b) Elements. The following elements, at a minimum, shall be included in the plan:

(1) Emergency escape procedures and emergency escape route assignments;

(2) Procedures to be followed by employees who remain to operate critical plant operations before they evacuate;

(3) Procedures to account for all employees after emergency evacuation has been completed;

(4) Rescue and medical duties for those employees who are assigned to perform them;

(5) The preferred means of reporting fires and other emergencies; and

(6) Names or regular job titles of persons or departments who can be contacted for further information or explanation of duties under the plan.

(c) Alarm System.

(1) The employer shall establish an employee alarm system which complies with Article 165.

(2) If the employee alarm system is used for alerting fire brigade members, or for other purposes, a distinctive signal for each purpose shall be used.

(d) Evacuation. The employer shall establish in the emergency action plan the types of evacuation to be used in emergency circumstances.

(e) Training.

(1) Before implementing the emergency action plan, the employer shall designate and train a sufficient number of employees to assist in the safe and orderly emergency evacuation of employees.

(2) The employer shall advise each employee of his/her responsibility under the plan at the following times:

(A) Initially when the plan is developed,

(B) Whenever the employee's responsibilities or designated actions under the plan change, and

(C) Whenever the plan is changed.

(3) The employer shall review with each employee upon initial assignment those parts of the plan which the employee must know to protect the employee in the event of an emergency. The written plan shall be kept at the workplace and made available for employee review. For those employers with 10 or fewer employees the plan may be communicated orally to employees and the employer need not maintain a written plan.

### III. Policy

Each department's emergency action plan shall be in writing, except as provided in the last sentence of Title 8, Section 3220, subsection (e)(3), and shall cover those designated actions the department and its employees must take to ensure employee and public safety from fire and other emergencies.

A. Elements. The following elements, at a minimum, shall be included in the plan:

1. Emergency escape procedures and emergency escape route assignments;
2. Procedures to be followed by employees who remain to operate critical departmental operations before they evacuate;
3. Procedures to account for all employees, for providing ADA assistance to persons with disabilities, and to verify that all members of the public have been evacuated after emergency evacuation has been completed;
4. Rescue and medical duties for those employees who are assigned to perform them;
5. The preferred means of reporting fires and other emergencies; and
6. Names or regular job titles of persons or departments who can be contacted for further information or explanation of duties under the plan.

B. Alarm System.

1. Each department shall establish an employee alarm system which complies with [Article 165](#).
2. If the employee alarm system is used for alerting fire brigade members, or for other purposes, a distinctive signal for each purpose shall be used.
3. Evacuation. Each department shall establish in the emergency action plan the types of evacuation to be used in emergency circumstances.

C. Training.

1. Before implementing the emergency action plan, each department shall designate and train a sufficient number of persons to assist in the safe and orderly emergency evacuation of employees, and members of the public.
2. Each department shall advise each employee of his/her responsibility under the plan at the following times:
  - 2.1 Initially when the plan is developed,
  - 2.2 Whenever the employee's responsibilities or designated actions under the plan change, and
  - 2.3 Whenever the plan is changed.
3. Each department shall review with each employee upon initial assignment those parts of the plan which the employee must know to protect the employee in the event of an emergency. The written plan shall be kept at the workplace and made available for employee review. For those departments with 10 or fewer employees the plan may be communicated orally to employees and the employer need not maintain a written plan.

IV. Bomb/Terrorist Threat Procedure Guidelines

This bomb/terrorist threat procedure has been prepared to provide guidance to County of Shasta departments in the event of a bomb or terrorism threat is received or a suspicious object is discovered on County premises.

The first concern must always be for the safety of employees and for the public. A secondary, but important, aspect is the effect on employees' morale and the disruption of productivity. Advance planning reduces the potential for panic and injury and is the best assurance that proper action will be taken.

A. Policy

1. All County of Shasta departments shall include procedures to ensure a safe evacuation of all employees and members of the public during a bomb or terrorist threat.
2. Questions on this policy should be referred to the County of Shasta Department of Support Services, Risk Management Division.

B. Background

1. Bomb and or terrorism threats and actual bombings have increased in recent years and have created a need for practical procedures to be followed. The majority of bomb threats are actually the work of pranksters, the mentally disturbed, or those who harbor ill feelings toward a person or institution. The seriousness of the threat must never be underestimated.
2. The individuals or terrorist organizations committing actual bombings will usually select their targets for political or personal gain. Their intent is to injure or kill people, damage or destroy the building, and to obtain credit for disturbing governmental services.

C. Responsibility

1. It is the primary responsibility of Law Enforcement Officials to handle incidents involving bomb and or terrorism threats to their conclusion, which includes coordinating the protective and technical skills of related agencies and emergency responders.
2. It is the ultimate responsibility of the person in charge of the facility to decide whether evacuation is necessary, and if so, to see that the evacuation is conducted properly. Law enforcement will advise and assist as deemed appropriate.
3. It is the responsibility of the Emergency Communications Center (911), or (9-911 Centrex) to make appropriate dispatches to law enforcement and fire agencies and make notifications. These include, but are not limited to, the Watch Commander, and the Communication Supervisor.
4. **IMPORTANT POINTS to be aware of and listen for during the questioning process; see sample Bomb Threat Call Procedures on page 9.**

D. Notification

1. The Department, Division or facility receiving the threat shall:
2. Notify the manager or supervisor immediately following receipt of the call, and provide the documentation (bomb threat checklist) of all information received. Do

not create panic by informing everyone in the office that you have received a threat.

3. Notify the Emergency Dispatch Center; dial 911, or 9-911 (Centrex), or activate the facility's alarm system according to the facility's emergency action plan.
4. If a bomb threat is received by handwritten/typed note: Minimal handling of the note is essential. Notify your supervisor immediately.
5. If a bomb threat is received by e-mail: Do not delete the message, and notify your supervisor immediately.
6. The manager or supervisor of the facility must decide if there is time to contact the County Executive Officer (CEO) or his/her designee for direction or if immediate evacuation is in order. In the event that the manager or supervisor decides to evacuate before contacting the CEO he/she shall ensure that all floors and surrounding offices have been notified of the incident with a recommendation to evacuate.

#### E. Bomb Evacuation

1. The decision to evacuate a facility is based on either the assumption that a bomb has been placed in the facility, there is a credible threat of terrorism, or the fact that an unknown device has been discovered in the building. The time of detonation is, therefore, very important. The manager or supervisor of the facility, and or CEO/Department Head or designee, in consultation with Law Enforcement Officials must make the assessment of the threat.
2. If personal belongings, such as purses and briefcases, are located close in proximity to employees and can be readily retrieved, employees should take these items with them as they leave the building. These items pose a problem to search crews. However, if these items are not readily retrievable (e.g., the employee is on the first floor and her purse is on the third floor) they should not be retrieved and the employees are to exit the building immediately. **Safety comes first.**
3. Words and phrases such as BOMB, EXPLOSION, BLOW-UP, etc. can produce panic. To clear people from the building use more acceptable phrases such as, "Please clear the building immediately; we have an emergency." Repeat as often as necessary. Floor Coordinators and/or Supervisors will follow their department's emergency action plan to alert everyone to evacuate as soon as the emergency evacuation has been declared by the manager or supervisor of the facility, the Department Head/CEO, or designee, Law Enforcement Officials, or Incident Commander. Employees must follow the facility's evacuation map and report to a designated relocation area or be instructed where they should go and or what is considered a safe distance from the building.

F. Search for a Device

1. Must be done with assistance of trained personnel familiar with that particular area.
2. If a suspicious device is located and the facility has not been evacuated, that decision should be re-assessed.
  - 2.1 A suspicious device should not be disturbed.
  - 2.2 The bomb squad will be called in to handle the device
  - 2.3 If a device is located, the County Emergency Coordinator should be notified.
3. The Sheriff's Department shall retain over all command of the facilities and work cooperatively with the police department of jurisdiction.

G. Suspicious Objects

1. If a suspicious object or material is located, **DO NOT TOUCH IT; DO NOT MOVE IT! DO NOT USE CELL PHONES OR RADIOS!** In all instances when a suspected object is located, the area in close proximity to the suspicious package is to be cleared of personnel and the public immediately. Await instruction from the manager or supervisor of the facility, the Department Head/CEO or designee, Law Enforcement, Incident Commander or emergency responders.
2. No one will be permitted to re-enter the building until the Incident Commander gives clearance. The manager or supervisor of the facility, the Department Head/CEO or designee works with the Incident Commander and assists in the effort to maintain order and public safety.

H. Building Re-Entry

1. If a device or other hazardous object or material has not been found after a thorough search and a reasonable time has passed, the decision to allow evacuated persons back into the building will be left to the official in charge of the facility, after consultation with the Incident Commander.
2. An after action review and critique should follow within 24 hours to determine deficiencies and recommend improvements in procedures. The Department Head or designee, the CEO, County Administration staff, and the responding agencies should participate in a critique of the incident.

## SAMPLE BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

### If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Immediately upon termination of the call, do not hang up, but from a different phone, contact your Supervisor immediately with information and await instructions.

### If a bomb threat is received by handwritten note:

- Call your Supervisor
- Handle the note as minimally as possible

### If a bomb threat is received by e-mail:

- Call your Supervisor
- Do not delete the message

### Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

### DO NOT:

- Use two-way radios or cellular phones; radio signals have the potential to detonate a bomb.
- Evacuate the building until a department head, manager, or supervisor has initiated the evacuation process.
- Activate the fire alarm.
- Touch or move a suspicious package.

### WHO TO CONTACT:

1. Contact your Supervisor > Manager > Director
2. Call CEO at 225-5561 > Risk Manager at 225-5342 > Safety Officer at 225-5191  
Facilities Manager at 339-8300  
Sheriff at 245-6025  
SHASCOM at 245-6540 or 9-911

## BOMB THREAT CHECKLIST

Date:  Time:   
 Time Caller Hung Up:  Caller ID#:   
 Phone Number where Call Received:

### ASK THESE QUESTIONS:

- Where is the bomb located?
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode
- Did you place the bomb? Yes No
- Why?
- What is your name?

### EXACT WORDS OF THREAT:

- Where is the caller located? (background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?

### Other points:

#### Caller's Voice:

- Accent
- Angry
- Calm
- Clearing Throat
- Coughing
- Cracking Voice
- Crying
- Deep Voice
- Deep Breathing
- Disguised
- Distinct
- Excited
- Female
- Laughter
- Lisp
- Loud
- Male
- Stutter
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft

#### Background Sounds:

- Animal Noises
- House Noises
- Kitchen Noises
- Street Noises
- Booth
- Long Distance
- Conversation
- Music
- Motor
- Clear
- Static
- Office Machinery
- Factory Machinery
- Local
- Long Distance
- Public Address System

#### Threat Language:

- Incoherent
- Message Read
- Taped
- Irrational
- Profane
- Well-spoken

#### Other Information:

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